AFS-600
Regulatory Support Division

ANNUAL REPORT
FISCAL YEAR 1999

Regulatory Support Division
Flight Standards Service

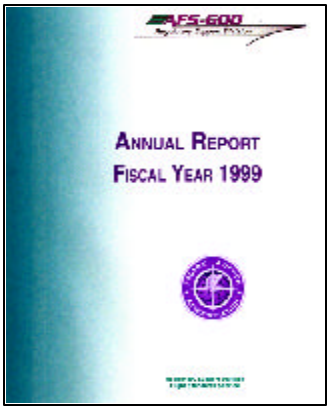
Message from the Manager

Joseph K. Tintera, Manager, Regulatory Support Division

It is a pleasure to present the Regulatory Support Division's Annual Report for Fiscal Year (FY) 1999. This report details the significant accomplishments of the division in the past year and celebrates the individual and team accomplishments that brought national recognition to our division.

This year presented new challenges to provide the same quality of products and services to our many internal and external customers in the aviation community with reduced resources. This was a challenge we all met with the dedication and resourcefulness that is a well respected trademark of our organization. We enhanced our business processes and coupled that with the use of new leading edge technology to deliver quality products to our customers. In order to achieve this success, we made difficult decisions to keep vital programs functioning by terminating or scaling back other programs. Preliminary information indicates FY 2000 will require further evaluation of program needs and requirements. If our future is to be one of constrained resources, we must continue to look at the work we do and assess how it impacts the FAA's mission to ensure a safe aviation environment. All of our programs must be measured by how they contribute to that objective.

It has been my good fortune to work with all of you this past year and the acknowledgment you earned is truly deserved. The dedication you bring to the job every day and your ability to focus on the objective have allowed the Regulatory Support Division to be recognized as a leading global aviation organization.



Annual Report
Fiscal Year 1999

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AIRWORTHINESS PROGRAMS BRANCH, AFS-610

The Airworthiness Programs Branch (AFS-610) develops and implements policy, and manages information associated with aircraft certification and continued airworthiness. They issue FAA orders, notices, advisory circulars, and technical standard orders in the development of engineering, manufacturing, and maintenance policy. AFS-610 also develops, manages, and implements the Designated Engineering Representatives (DER) seminar program (standardization and recurrent).

Information products include:

- Airworthiness Directives (AD's).
- Special Airworthiness Information Bulletins (SAIB).
- Designated Engineering Representatives (DER) Directory.
- Parts Manufacturing Approval (PMA) listing.
- Technical Standard Order Authorization (TSOA) listing.
- Supplemental Type Certificate (STC) listing.
- Type Certificate Data Sheets (TCDS).
- Suspected Unapproved Part (SUP) notifications.
- Eligible Amateur-Built Kit Listing.
- Aircraft Certification Service (AIR) Directory.
- Regulatory and Guidance Library (RGL).

Phone: (405) 954-7066
FAX: (405) 954-4104

TECHNICAL STANDARD ORDER (TSO) - REVISIONS

Technical Standard Orders (TSO's) are minimum performance standards for specified articles used on civil aircraft. TSO's were first introduced in the late 1940's as a means of streamlining the aircraft certification process and reducing the amount of time and paper-work needed to get new products on the market. By using products manufactured under the guidelines of a TSO, airframe manufacturers can shorten the time for certifying new aircraft. Only the installation of the article needs to be certified and not the component itself. TSO's serve as a means of decentralizing authority and thereby increasing the efficiency of the certification process.

As regulations and technology advance, existing TSO's, and the referenced documents contained in them, become obsolete. We have begun the task of updating existing TSO's to reflect current revisions of referenced documents, starting with avionics TSO's. In particular, references to RTCA Document No. DO-160, Environmental Conditions and Test Procedures for Airborne Equipment, are being updated to reflect the current revision level, DO-160D. RTCA Document DO-178, Software Considerations in Airborne Systems and Equipment Certification, references are being updated to reflect its current revision level, DO-178B. As these references are updated, the TSO's are being put into a new format and any TSO deviations which have been granted and which warrant inclusion into the general specifications of the document are being included.

TSO WEB PAGE

In FY 99, we developed and completed the population of a TSO web site with electronic copies of all current and proposed TSO's, a listing of all canceled TSO's, and links to other web sites containing TSO information. The web page is located on the Aircraft Certification Service, Aircraft Engineering Division Homepage at:
http://www.faa.gov/avr/air/air100/tsohome.htm.

REGULATORY AND GUIDANCE LIBRARY

AFS-610 is populating an electronic Regulatory and Guidance Library (RGL) with the Federal Aviation Regulations (FAR's). The library is designed to be used in certification projects. This effort also incorporates amendments, thus allowing the user to retrieve FAR parts for any date since 1965. This fulfills the needs of aircraft manufacturers, aircraft modifiers, aircraft maintenance organizations, FAA regulatory personnel, and others in the aviation community to readily access the regulations as they were when a particular aircraft received its type certificate and to research the underlying reasons for past regulatory changes. In FY 99, many FAR Notices of Proposed Rule Making (NPRM's) and FAR Final Rules (FR's) were added to the library. The information in the RGL is maintained on a current basis. The Intranet version of the FAR's and the Make/Model Type Certificate Data Sheets (TCDS) are now available for the aviation community. The web site address will be published when available.

DESIGNATED ENGINEERING REPRESENTATIVE (DER) SEMINAR PROGRAM

Eight Designated Engineering Representative (DER) standardization seminars were conducted with over 375 representatives in attendance. Eight DER recurrent seminars were conducted with over 1,200 representatives attending.

DDS WORKING GROUP

AFS-610 is co-chairing the Designated Alteration Stations (DAS), Delegation Option Authorizations (DOA), and Special Federal Aviation Regulations (SFAR) No. 36 working group; developing policy which addresses DAS, DOA, and SFAR No. 36 delegation holders (DDS's). The working group prepared a draft order in FY 99. The draft order will be evaluated by a joint FAA and industry program to prototype the requirements and procedures in FY 00. A kickoff meeting for the prototype effort with industry and FAA managing offices was held in July 1999.

AVIATION DATA SYSTEMS BRANCH, AFS-620

The Aviation Data Systems Branch (AFS-620) collects, stores, and disseminates aviation safety data. In addition to issuing a variety of technical information, the branch manages:

- Service Difficulty Reporting System (SDRS).
- Accident/Incident Data System (AIDS).
- Enforcement Information System (EIS).
- Vital Information System (VIS).
- Program Tracking and Reporting System (PTRS).
- Reporting data.
    - Freedom of Information Act (FOIA).
    - Pilot Records Improvement Act (PRIA).
- Privacy Act (PA).

Any request for data must be made in writing and must describe the particular record as complete as possible. To retrieve information pertaining to an individual airman, the full name and at least one of the following identifiers must be provided: certificate number(s), date of birth, or social security number.

There may be fees involved to cover employees' search and review time, and the cost of producing the documents.

Requests should be sent to:

Federal Aviation Administration
Aviation Data Systems Branch, AFS-620
P.O. Box 25082
Oklahoma City, OK 73125

Phone: (405) 954-4173
FAX: (405) 954-4655

FREEDOM OF INFORMATION ACT (FOIA) AND PILOT RECORDS IMPROVEMENT ACT (PRIA)

This year has seen record levels of reporting under the PRIA and FOIA. In FY 99, AFS-620 responded to more than 36 percent of the Agency's FOIA workload. This is primarily accomplished by two full time employees (FTE's) and a contractor.

The normal PRIA response time is 2 working days after the request is received, and AFS-620 averages approximately 4,000 reports per month. This accomplishment has only been possible as a result of dedicated personnel and the use of technology i.e., the Data Mart, web-based tools, and integrated reporting and logging systems.

The next logical step in the evolution of the PRIA reporting will require a change in the wording of the Act. Once the Act is changed, we will be prepared to provide the means for an air operator to make a PRIA check by means of an Internet web site. Air operators will then receive their reports within a short time and this will be accomplished while meeting all security requirements.

REPORTING ENHANCEMENTS FOR THE DATA MART

In FY 99, a number of new tools were developed to provide improved access to AFS information systems through the Data Mart, which is comprised of structured query language

(SQL)-based "copies of the Official Systems of Record." We can provide improved user-based query and analysis tools to allow more efficient access to critical safety information. Access is primarily by web technologies, using the Office of Regulation and Certification (AVR) Wide Area Network (WAN) infrastructure (i.e., an Intranet application for Official Use Only). AFS-620 also uses the Data Mart to complete most of its reporting duties, such as FOIA's and PRIA's. Inspectors, analysts, and specialists throughout the Flight Standards Service system access information within the Data Mart on a daily basis. Several of the products support other organizations within the FAA.

A summary of the major project activities follows:

(a) During the third quarter of FY 99, we began using a web-based query and browse capability for the Enforcement Information System (EIS). The EIS query and browse (qb) underwent final testing and will be moved to the production system in FY 00.

(b) The Multi-System Access Tool, Version A (MSAT-A), was implemented last year as an "airmen check," bridging the EIS, Accident/Incident Data System (AIDS), Program Tracking and Reporting System (PTRS), and Certificated Airman Information System (CAIS) data. In FY 99, it underwent several enhancements – partly as a key component of the Air Personnel Module (APM).

(c) The next portion of MSAT, designated as the Multi-System Access Tool, Version B (MSAT-B), accomplishes a similar need for aircraft information, and adding the Service Difficulty Report (SDR) and the Operations Specifications System (OPSS) information. Work on this project was somewhat delayed by other priorities and reduced operational funding, but the initial release will occur in October 1999. There will be some additional functionality added in FY 00 to permit more customized capabilities, but it already possesses enough features to be a worthwhile tool "as-is."

(d) The new SDR database has been constructed, and several workflow enhancements have been implemented. The primary focus is currently in deploying the web-based SDR submission process which will be completed in the first quarter of FY 00.

(e) Working under the direction of the Compliance Review Team (CRT), AFS-620 developed the Streamlined Administrative Action Program (SAAP) program to pick up appropriate enforcement records from the Data Mart and automatically build the resulting letters to the airmen and accomplish the associated reporting and tracking. This system was brought on line in June 1999, and has streamlined the enforcement process.

AIR PERSONNEL MODULE (APM)

This project was begun in the first quarter of FY 99 as a research and development (R&D) effort supporting the Safety Performance Analysis System (SPAS) and the Air Personnel Expert Panel. This APM program bridges a variety of information systems, including the Vitals Information System (VIS), Airman Testing Standards (ATS), PTRS, EIS, AIDS, CAIS, and several related reports detailing designee performance. Drawing from information within the Data Mart, APM incorporates this information into a web-based technology and provides airmen profiles, designee assignments and performance, query and browse of the airmen database, and various performance measures and flags.

The APM is intended to function as an integrated component of SPAS. It has been released to a large, diversified user community including all inspectors, SPAS users, analysts, and others with a need to access the related information systems within APM.

APM, as a component of SPAS, represents several new opportunities and efficiencies for providing critical information to its user community. From the user perspective, APM is a component of SPAS, yet physically resides elsewhere within the system. This lays the groundwork for incorporating other information without having to "rebuild," move, or administer duplicate data. Operational costs are leveraged over other reporting activities, since APM draws from the Data Mart which also serves other reporting requirements including FOIA, PRIA, and access to many of our AFS information systems for customized access.

REPORTING ENHANCEMENTS FOR THE PUBLIC

As the custodian of records for many of our information systems, AFS-620 is the release point for all information within those systems including requests from: PA, FOIA, PRIA, the media, congress, the aviation industry, international organizations, the aviation community, and etc. In an effort to make commonly-requested information more readily available to the public, AFS-600 implemented a public web site, **http://av-info.faa.gov**, which provides access to many of those information systems. These may be reports, downloadable updates, links to other sources, or customized queries and searches. In FY 99, the web site received a complete overhaul of the user interface, making it easier to find data, yet generic enough to support a widely diverse user population. Queries for Pilot and Mechanic Schools and Repair Stations were added, as well as forms and contact information. The usage statistics prove that the site is extremely useful for answering many questions. Many enhancements are underway for FY 00 which will result in additional features and efficiencies.

PROJECT MANAGEMENT TOOL (PMT) BUILT FOR CSET

In June 1999, a 3-day meeting was held in Denver to propose options for modifying the existing Certification Standards Evaluation Team (CSET) Project Management Tool (PMT) to meet additional user needs and to operate more efficiently within a (distributed) workforce environment. A preliminary requirements document identifying at a high level the needs and functionality of a PMT as well as ideas to address some of the integration options between CSET and Aviation Transportation Oversight System (ATOS) processes came from the meeting.

There were several "short-fuse objectives" driving a very aggressive timeline, including a training class in September 1999. This led to an environment where we needed to develop specific functionality early on and phase in additional desired features and enhancements over time.

The CSET PMT is currently staged on CSET servers, ready for "beta" testing. Plans have been made to use it for several CSET projects to "test drive it" and identify improvements and efficiencies. As the business side of ATOS and CSET integration is defined, additional features and functionality may be requested.

RECERTIFICATION

In May 1999, the FAA Headquarters directed that all users of information systems be recertified by July 1999. AFS-620 has control of approximately 20 mainframe applications, nine that are key systems with approximately 5,000 - 6,000 users worldwide. For any given user, each application had to be separately revalidated involving approximately 49,000

application certifications. This was successfully completed by the Access Control Officers (ACO's) in AFS-620, in September 1999. This effort required that a very high workload be accomplished in a very short period of time.

YEAR 2000 (Y2K) CHANGES AND TESTING

AFS-620 had project management responsibility for the Aviation Safety Analysis System (ASAS) Year 2000 roll over. This effort included all AVR ASAS applications and their interfaces. FY 99 saw extensive programming changes, testing, and Y2K certification activities as all of our systems were brought into Y2K compliance. These changes impacted every facet of our information systems, the Data Mart, on-going development, and reporting activities. In FY 99, we completed the Y2K validation testing for all of the ASAS mainframe applications and their interfaces. On April 18, all changes were implemented. This was ahead of the Administrator's due date of June 30, 1999. Following implementation, we have been providing information to auditing groups evaluating the Y2K changes, verifying the correct date, processing for significant dates (e.g. 9/9/99), and participating in AVR contingency planning for the century rollover.

AIRMAN TESTING STANDARDS BRANCH, AFS-630

The Airman Testing Standards Branch (AFS-630) develops practical test standards, airman training handbooks, knowledge test guides, and airman knowledge tests.

Some of the computer-based airman tests the branch develops are:

- Recreation pilot and private pilot.
- Commercial pilot.
- Instrument rating.
- Airline transport pilot.
- Aircraft dispatcher.
- Flight and ground instructor.
- Flight engineer.
- Aviation mechanic: general, airframe, and powerplant.
- Inspection Authorization.
- Parachute rigger.
- Designated mechanic examiner.
- Designated pilot examiner.
- Designated parachute rigger examiner.

All knowledge tests are delivered by three designated computer testing services:

- Computer Assisted Testing (CAT) Service, 1-800-947-4228.
- Sylvan Prometric, 1-800-274-1900, 967-1100, or 359-3278.
- LaserGrade Computer Testing, 1-800-211-2754.

For a current listing of airman training and testing materials, connect by Internet to:
http://www.fedworld.gov/pub/faa-att/faa-att.htm

Phone: (405) 954-4151
FAX: (405) 954-4748

THE AIRMAN CERTIFICATION PROGRAM

AFS-630 plans, develops, and maintains currency of airman knowledge tests, practical tests, knowledge test guides, technical instructional handbooks and publications, and other educational materials for the aviation community. We revise these documents with sufficient frequency to minimize obsolescence and compromise. In FY 99, we revised and published numerous advisory circulars, orders, notices, guides, and standards. Examples are:

- Practical test standards for four certification areas.
- Advisory circulars that announced to the aviation community the availability of these practical test standards. These documents are important to those who wish to take the airman skills tests required for certification.
- Knowledge test guides for 12 different certification and rating areas. These test guides are available to assist applicants in preparing for the knowledge tests required for all airman certificates and ratings.
- Computer testing supplements for 10 different certification and rating areas. These supplements are necessary for reference in support of individual test items used in knowledge testing.

- Three handbooks were developed and published in support of the FAA's airman certification programs. They are the:
  - Aviation Instructor's Handbook;
  - Airplane Flying Handbook, replacing the Flight Training Handbook; and
  - Aircraft Weight and Balance Handbook, replacing the Pilot's Weight and Balance Handbook.

THE AIRMAN EVALUATION PROGRAM

During FY 99, significant progress was made on the Airman Evaluation Program (AEP). The AEP will introduce an evaluation process to standardize the use of the Airman Performance Report (APR) testing forms. The APR forms contain a listing of the applicable tasks for pilot, mechanic, flight instructor, parachute rigger, flight engineer, flight navigator, and aircraft dispatcher tests. The mechanic APR has been successfully tested by approximately 30 designated mechanic examiners (DME's) within the various AFS regions. The APR forms will be distributed by a secured access on the Internet. Mechanic testing, using an APR form for data submission, will be activated by the end of FY 00. The APR will provide an automated and centralized monitoring system for FAA aviation safety inspectors (ASI's) with 14 CFR parts 141, 142, 147, and 183 surveillance responsibility. When the program has been fully tested and implemented, it will provide direct feedback to ASI's through a Practical Test Report (PTR) selection on the AFS-600 Intranet web site. This program will enable the FAA to validate airman certification tests.

Pilot certificates and ratings areas of operation will be integrated into approximately 13 APR forms. These forms replace and standardize the detailed plans of action currently required by FAA orders and the practical test standards. Pilot APR forms are currently being developed and reviewed. These forms will be evaluated by more than 30 designated pilot examiners (DPE's) and will become effective upon successful completion of this evaluation phase.

FAA'S AIRMAN KNOWLEDGE TESTING PROGRAM

AFS-630 manages the computer-based airman knowledge testing program for the FAA. All 68 FAA airman certification tests are delivered through this program. The knowledge test is the initial step in the FAA airman certification process. Applicants receive a test report immediately after taking the computer test.

The FAA has over 1,100 testing centers worldwide. In FY 99, we administered in excess of 134,000 airman knowledge tests. Despite the growing number of testing centers and the large volume of tests administered, this program remains extremely reliable and secure. Over the past several months, additional enhancements to electronic surveillance capabilities have been put in place. These automated advancements allow even better analysis of data, which covers areas ranging from the validity of test questions to testing center compliance to customer service issues.

Testing information, including a list of testing centers located in the United States and internationally, can be found on the Internet at:
www.fedworld.gov/pub/faa-att/faa-att.htm.

DESIGNEE STANDARDIZATION BRANCH, AFS-640

The Designee Standardization Branch (AFS-640) develops and conducts a variety of seminars for designees and certificated airmen (internationally as well as domestically). The seminars also apply to people and companies associated with the production, certification, or maintenance of aeronautical parts or products.

The seminars AFS-640 provides include:

- Initial Industry Standardization.
- Initial Designated Mechanic Examiner (DME)/Designated Parachute Rigger Examiner (DPRE).
- Recurrent Designated Mechanic Examiner (DME)/Designated Parachute Rigger Examiner (DPRE).
- Initial Designated Pilot Examiner (DPE).
- Recurrent Designated Pilot Examiner (DPE).
- Designated Airworthiness Representative (DAR).
- Organizational Designated Airworthiness Representative (ODAR).
- Designated Alteration Station (DAS).
- Designated Manufacturing Inspection Representative (DMIR).
- Delegation Option Authorization (DOA).
- Suspected Unapproved Parts.

AFS-640 is responsible for the system administration of the Designee Information Network (DIN). This system is a database containing a list of all aircraft certification service designees and delegations who develop design data, issue airworthiness certificates, export approvals, and conformity certification and inspections.

The FDR-1D designee document kit is a branch responsibility. Each kit contains specific directives and other documents necessary for designees to perform their authorized functions.

The branch publishes the quarterly *Designee Update* newsletter and the monthly Aviation Maintenance Alerts.

Phone: (405) 954-6495
FAX: (405) 954-4748

ADVISORY CIRCULAR 43-16A, AVIATION MAINTENANCE ALERTS

AFS-640 publishes the Aviation Maintenance Alerts (Alerts) monthly. The Alerts provides a common communication channel through which the aviation community can economically interchange service experience and thereby cooperate in the improvement of aeronautical product durability, reliability, and safety. The publication is prepared from information submitted by those in the aviation community who operate and maintain civil aeronautical products. The Alerts includes information on airplanes, helicopters, propellers, and powerplants.

The Alerts includes items that have been reported as significant but which have not been fully evaluated by the time the information is published. As additional facts become available, such as cause and corrective action, the data is published in subse-

quent issues of the Alerts. This procedure gives the Alerts readers prompt notice of conditions reported by the FAA's Malfunction or Defect Reporting System. The Alerts are in electronic format on FedWorld and other Internet web sites. The Internet address is: **http://www.fedworld.gov/pub/faa-asi/faa-asi.htm.**

CIVIL AVIATION REGULATIONS (CAR'S) AND AMENDMENTS

Copies of the superseded CAR's have been increasingly difficult to obtain and a digitized copy was needed in order to make the CAR's more available. AFS-640 borrowed these documents from the National Library and scanned, keyboarded, and proofread the CAR's and their amendments to make them available to members of the aviation community in electronic format. Once this process was accomplished, the documents were made available on CD at the local district office.

SEMINARS CONDUCTED FOR FAA DESIGNATED REPRESENTATIVES

During FY 99, AFS-640 conducted 139 seminars with more than 4,000 designee applicants attending. Seminars cover the full range of areas of designation, which include engineering, manufacturing, airworthiness, and mechanic, parachute rigger examiner, and pilot examiner. They also cover areas of designee specialization that include: parts manufacturing approval, cargo conversion, and standardization. These seminars are vital to the FAA as they ensure individuals, who are designated to act on behalf of the Administrator, are knowledgeable in the standard procedures and processes required for them to perform their functions.

SUSPECTED UNAPPROVED PART (SUP) SEMINARS

In support of the FAA's campaign to achieve removal of unapproved parts from the industry's inventory, AFS-640 conducted 26 seminars attended by 890 individuals from all segments of the aviation community. The suspected unapproved part (SUP) seminars introduce attendees to the FAA Suspected Unapproved Part program office and policy on unapproved parts.

The instructors provide information on:

- what is an approved/unapproved part;
- what is a suspected unapproved part;
- how do we report suspected unapproved parts;
- how do we determine the status of parts; and
- what is the procurement process for parts?

Foreign countries have used these FAA seminars as a benchmark for designing their own seminars. Beginning in October 1999, the seminar will only be offered on an "on request" basis. Seminars may be scheduled by contacting the Designee Standardization Branch at (405) 954-6479.

DESIGNEE KIT MANAGEMENT: A CHANGE FOR THE BETTER

Individuals designated to act as representatives of the FAA Administrator for the airworthiness certification of aircraft, or parts thereof, are required to have as a minimum an FDR-1D designee document kit. This kit contains FAA regulations, orders, policy memos,

and advisory circulars designees need to perform their functions. For many years, kit distribution was made through the Designee Management Subsystem (DMS). Due to delays in obtaining publications from the Department of Transportation warehouse in Washington, DC, designees often did not receive complete kits and experienced extensive delays in receiving some of the documents. It is important that designees receive the kit in a timely manner since they use the publications in the kit as guidance to ensure they follow standard procedures and processes in the performance of their functions.

In FY 99, AFS-640 devised and implemented a process to provide the publications to designees so they are received in a timely manner. The publications are maintained on a CD thus eliminating the requirement for inventory. When a designee requires an FDR-1D designee document kit, a CD is mailed to the designee. This process ensures that designees receive a complete up-to-date kit with the latest revisions of the documents. Designees who require a paper copy of the kit can provide the CD to a commercial printer or use the print option when downloading the kit from FedWorld.

NATIONAL EXAMINER BOARD (NEB)

The purpose of the NEB is to address designee issues, oversee the designee application and screening process, foster a national designee organization, and encourage designee participation in strengthening the national quality of aviation training by providing a fair and equitable process for evaluating and qualifying designee candidates. AFS-640 played a key role in the development of the NEB and continues to be an active participant. Two individuals from AFS-640 serve as co-chairpersons of the NEB and they lead the board in its management of the designee applicant screening process and oversight of the national examiner candidate pool. The NEB database of designee applicants contains over 1,800 designee applications.

As part of the process to provide the FSDO with the very best and most qualified applicants and representatives aviation has to offer, the NEB strives to improve its policies and procedures for managing the designee program.

AFS-640 updates the applicant information contained in the database on a quarterly basis. When a Flight Standards District Office (FSDO) identifies a requirement for an examiner, the NEB sends the FSDO copies of applicant files for the three most highly qualified candidates appropriate to the designation needed and the geographic area to be served.

As part of the process to provide the FSDO's the very best and most qualified applicants and representatives aviation has to offer, the NEB strives to improve its policies and procedures for managing the designee program. The improvements for FY 99 consist of:

- Allowances for FAA operations inspectors submitting an application for Designated Pilot Examiner (DPE) to receive credit hours toward currency of flight time for each test actually given.
- Award extra points for Gold Seal Certified Flight Instructor certificate.
- Award extra points for Designated Mechanic Examiner applicants who have participated in the awards Maintenance Technician Awards program.
- Allow applicants to retest after 30 days for pre-designation test instead of 1 year.
- Changed policy regarding pilots who may qualify for different categories of DPE.
- Allow current examiners to transfer from one FSDO to another and clarified policy regarding reinstatement.

• Developed process for evaluating Maintenance Designated Airworthiness Representatives.

DESIGNEE UPDATE —A LINK TO THE DESIGNEE COMMUNITY

AFS-640 publishes the *Designee Update*, a quarterly newsletter, which provides a communications link from the FAA to the aviation designee community. The mailing list includes Designated Pilot Examiners, Designated Technical Personnel Examiners, Designated Airworthiness Representatives (Airworthiness and Manufacturing), Designated Manufacturing Inspection Representatives, FAA Flight and Ground Instructors, and other interested aviation personnel and organizations. The newsletter addresses numerous issues of interest concerning aviation safety and certification. In FY 99, we mailed 90,000 copies of the *Designee Update* each quarter.

AUTOMATION INFRASTRUCTURE MANAGEMENT BRANCH, AFS-650

The Automation Infrastructure Management Branch (AFS-650) provides automation infrastructure services to the Flight Standard Service (AFS) and the Office of Regulation and Certification (AVR).

Some of the products supported are:

- Wide Area Network (WAN)/Central Domain Administration (CDA).
- Field Automation Support Team (FAST).
- National Maintenance/Life Cycle Replacement.
- Consulting Services.

Phone: (405) 954-4353
FAX: (405) 954-1331
FAST: (405) 954-7272

AVR CENTRAL DOMAIN ADMINISTRATION (CDA)

In FY 99, AFS-650 brought all 100 AVR sites into Y2K compliance by:

(a) upgrading the network operating system; and

(b) applying service pack upgrades; an MDAC upgrade; a browser upgrade; a UPS software upgrade; and an SMS service pack upgrade. Other accomplishments included:

- completing the deployment of SMS 1.2; deploying the NT log-in scripts to 100 sites;
- deploying server-based client anti-virus software at 45 sites;
- setting up enterprise tape backup software at Notes sites;
- changing SQL tape backup schema at all sites, and deploying new tapes;
- setting up server based anti-virus software at all locations;
- reconfiguring UPS's at all sites; and
- configuring and deploying a terminal server for Lotus Notes/DIN.

WIDE AREA NETWORK (WAN) FOR AFS

AFS-650 upgraded more than 30 sites to the WAN circuit to 256K and configured the Northwest Mountain Region (ANM) to serve as a prototype network management system (NMS). The Eastern Region (AEA) will be the second region to receive these upgrades. This network management system (NMS) approach will address fault monitoring, performance management, and network modeling of both the local area networks (LAN) and the wide area network (WAN). This is the first step in developing a comprehensive AFS enterprise management network system which will allow AFS to become more proactive in managing the LAN and WAN systems.

FIELD AUTOMATION SUPPORT TEAM (FAST)

The FAA has been working on an initiative to eliminate certain communication protocols from being used between offices. The IPX protocol is inefficient for use between offices yet is still widely used. In FY 99 the FAST team tested and then implemented the replacement (IP protocol) in six regions to support AFS's FSAS program. The FAST team provided support for the inventory, disassembly, and shipping of the Certification Standards Evaluation Team (CSET) file servers to the Oklahoma City Local Area Network (LAN) room. These five servers were integrated into the expanding AFS national servers within AFS-600. Also in FY 99, we initiated discussions with CSET to establish a technical support agreement.

AFS-650 sent two FAST staff members to the most recent CSET indoctrination training held at the FAA's Center for Management Development (CMD). The invitation from the CSET group was accepted in an effort to get the FAST specialists closer to the specific requirements of the CSET inspector. While there, the staff also participated in the setup of the required computer environment for the inspector indoctrination course. The FAST program manager and several technical staff members played a major role in developing a computer specialist training course with the Flight Standards Training Division. Efforts will continue during the next fiscal year to complete the course design, development, prototyping, and implementation.

We provided technical assistance in the following areas:

- Testing Y2K-compliant tape backup software;
- Installing and executing the Centennial 2000 software package to ascertain Y2K compliance;
- Assisting with migrating field offices to Windows 98 to meet Y2K requirements;
- Providing Galaxy Scientific Inc. with staff assistance for testing new On-line Aviation Safety Inspections System (OASIS) software;
- Assisting TSC with testing and installing two releases of FSAS-related software; and
- Assisting the WAN Program Manager with installing intelligent switch hubs at several field offices to assist field sites and provide FAST personnel with experience on the new hardware.

NATIONAL FIELD MAINTENANCE/LIFE-CYCLE PROGRAMS

The AFS national field maintenance program replaces or repairs hardware AFS wide. Those hardware items that are not cost effective to repair are replaced through this program. The program works closely with all the automation specialists, FAST members, and/or program managers with a blanket PR and the IMPAC card system for immediate turnaround time for those priorities.

The Life Cycle program is managed cooperatively by Robin Raines, AFS-650, and the Regional Automation Specialists. This has been F&E funded each fiscal year with a request for this to become operational funds in FY 01. Funding for the program is spent on replacing outdated technologies and obsolete equipment.

Y2K PROGRAM

AFS-650 managed the "Commercially-available off-the-shelf" (COTS) software and hardware Y2K effort for AFS. We also coordinated numerous reporting efforts for AFS and AVR. We also planned the December, 1999, final check of AFS hardware for Y2K compliance. All activities were accomplished with the budget provided.

AVR OKLAHOMA CITY TEST LAB

The FY 99 lab accomplishments included evaluations for Y2K compliance and providing the best environment for the AVR configuration management team testing. AFS-650 also provided a test environment and assisted in the testing of AFS application programs.

The lab also upgraded its capabilities by adding Netware 4.11, Microsoft Terminal Server 4.0, Windows 2000, Cisco switches, and other software and hardware.

LOCAL AREA NETWORK (LAN) TEAM

The LAN team assisted the CSET throughout the year with daily operational tasks. The LAN team maintained file servers and network services while monitoring structured query language (SQL) replication. In addition, the team supported the Y2K industry program, RCAP. The team maintained the RCAP servers and insured that network services were operational and monitored the SQL replication process. The team provided a secure area and network connectivity for the Industry Operations Specifications System (OPSS). The team also improved the efficiency of the ICEMAN host connection for field sites by upgrading the SNA server in Oklahoma City.

Employee Recognition

In FY 99, several employees of the Regulatory Support Division were presented with Flight Standards Service regional awards. A brief description of the award category and a synopsis of the award nomination for each of the awards presented to the division's employees follows:

The Visionary Award (Star Award) — John Bent, David Fox, Jack Price, Tom Marcotte, and Diana Davis

Pictured from left to right are: Diana Davis, David Fox, Kim Taylor, John Bent, Tom Marcotte, and Jack Price.

The Washington Headquarters Visionary Award was awarded to this team for the substantial contributions made to the Flight Standards mission.

The majority of Flight Standards information systems evolved on diverse platforms, managed by different groups, and with little data standardization. As Flight Standards addressed these problems and attempted to engineer improved information processes, a data mart was developed within AFS-600 containing the majority of AFS information systems. Using the data mart and web technologies, the team established the Pilot Records Improvement Act (PRIA) system and the Multi-System Access Tool (MSAT). These projects were accomplished with a significant reduction in the overall cost.

The team also won a prestigious Government Computer News award that was presented by Mr. Kim Taylor, Department of Transportation Chief Information Officer (Acting), for their accomplishment in disseminating safety information to our internal and external customers.

Strategic Management Award — Ann Wilson, Linda McCoy, Shelly Waddell, Sylvia Brannon, Evangeline Raines, and E.J. Hagar

Pictured from left to right are: Sylvia Brannon, Linda McCoy, Ann Wilson, Shelly Waddell, E. J. Hagar, and Evangeline Raines

This award was presented to a team who made substantial contributions to the Flight Standards mission. This team is responsible for the agency's Computer-Based Airmen Testing Program. The team maintained the operational readiness of the program and provided administrative oversight of more than 900 testing centers throughout the world. The team reviews data from 134,000 airmen tests administered each year. As a result of the team's sustained performance and dedication, Flight Standards is recognized as a leader in providing automated assessment systems to the aviation community. They are highly effective in facilitating the technical uses of testing data and, most importantly, in validating the agency's airmen certification testing program.

Distinguished Service Award — Jess Lewis

Jess Lewis

Jess Lewis was selected for the Headquarters Distinguished Service Award. Mr. Lewis has contributed to the FAA and Flight Standards for more than 20 exemplary years. As project manager of the Aging Aircraft Program, he represented the Office of Regulation and Certification (AVR) efforts in answering questions to complex technical guidance material and other flight safety issues to this extremely high profile program. These efforts required him to work with leaders of diverse backgrounds and agendas throughout the FAA and industry in order to develop and accomplish collaborative goals. His reputation as a team player and consummate diplomat has followed him through his FAA career.

Staff Employee of the Year — Debbie Smith

Ms. Debbie Smith, the budget officer for the Regulatory Support Division, has truly gone the extra mile to ensure that the division budget was administered accurately. She spent innumerable hours learning every nuance and detail of budget analysis, and she utilized her network of contacts to reinforce her understanding of the overall budget process. She devised a series of specialized tracking reports that outlined the process needed to track expenditures, and assisted the branch managers in their use. The resulting analysis identified shortfalls and surpluses in our programs and allowed us to manage our funds for an extremely effective utilization of our budget.

Not only has she effectively managed the division budget, she has also assisted the MMAC during final closeout when they personally asked her to help resolve a multimillion dollar discrepancy in their books. The extra hours and weekend work required was recognized by the Director of the Office of Financial and Budget Services with a message of appreciation.

Ms. Smith sees the problems facing the organization, she does the staff work, she works with others to guarantee a solid solution, she keeps all necessary parties informed of her actions, and most importantly implements an effective solution that not only resolves the problem but increases the efficiency of the organization. It is exactly because of this excellence in performance that Ms. Smith was selected as Flight Standards Service Staff Employee of the Year.

Branch and Division Employees of the Year — Jess Lewis, Richard Abbott, Mark Jacobs, Steve Stoltenborg, and Connie Naylor

Pictured from left to right: Steve Stoltenborg, Mark Jacobs, and Jess Lewis

Each year the branches receive submissions for Branch Employee of the Year. The branch employees vote for the individual, within their branch, they feel best qualifies to be the employee of the year. After each branch has elected their employee of the year, AFS-600 employs a panel to select a division employee of the year from the branch submissions. This year the winner of the division employee of the year is Jess Lewis.

Superior Accomplishment Award — Connie Fruits

Connie Fruits

This award was presented to Ms. Connie Fruits for her expertise, dedicated efforts, and leadership in the management and development of information programs related to aircraft certification

Ms. Fruits worked closely with the Transport Directorate (ANM-100) to develop and improve methods for the distribution of Telegraphic Airworthiness Directives. This effort included developing partnerships between the Aircraft Certification Service (AIR) and the Flight Standards Service (AFS). This effort has resulted in new procedures and tools developed in the AFS information database and Operations Specifications system, which will allow AFS-610 to retrieve model-specific information identifying who operates aircraft and how to contact them.

Significant Achievement Award — Ellen Walker

Ellen Walker

Ms. Ellen Walker received a Significant Achievement Award for special service in the exemplary manner in which she assists others with projects. This special service required innovation on her part while assisting others in the completion of projects and at the same time accomplishing the daily routine of the office. Her participation and willingness to offer her ideas and help during development of complex training material is much appreciated and readily accepted by her co-workers.

During the year, there have been many changes in the administrative functions and reporting requirements of AFS-640. Ms. Walker was most helpful in designing new methods of accomplishing new tasks. Her insight on problem solving and her willingness to adjust to new situations made difficult tasks much easier to accomplish.

Service Award Recognition — Lynn Hutcherson, David Fox, Terry Hollars, Jeanne Fossett, John Fodermaier, Bobbye Gagnon, John Jackson, Beverly Kelso, Bill Pickelsimer, Sherry Leafgreen, Isaac Williams, and Paul Dyer

Pictured from left to right are: David Fox, Isaac Williams, Paul Dyer, Bobbye Gagnon, Bill Pickelsimer, John Jackson, and Terry Hollars

Twelve members of the Regulatory Support Division were recognized for more than 20 years government service. They include:

For 30 years:

Lynn Hutcherson David Fox
Terry Hollars Jeanne Fossett

For 25 years:

John Fodermaier Bobbye Gagnon
John Jackson Beverly Kelso
Bill Pickelsimer Sherry Leafgreen
Isaac Williams

For 20 years:

Paul Dyer